

Chesterfield / Colonial Heights

Inside CSA

VOLUME 2, ISSUE 1

March 2010

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Spotlight on Success

What would you think about being happy or satisfied 98% of the time?

That sounds fabulous!

Doesn't really sound too realistic, though. Life happens and it certainly has its ups and downs.

How about being satisfied between 85 and 98% of the time?

That would still be wonderful, wouldn't it?

The CSA staff is proud to say that these are the results from our last annual compilation of our customer service satisfaction surveys. Our FAPT members are responsible for handing these out at the conclusion of each FAPT meeting and assisting in getting them completed by our youth, their families and their case managers.

The questions focus on asking our customers - the youth and their families are each polled separately - to rate their satisfaction with questions such as

- how they are informed of the FAPT process by their case managers
- how they are treated at the FAPT meeting
- if they feel they were asked to share their opinion during the meeting and....
- probably most important, whether they felt the members listened to them!
- communication between all involved - both verbal and written

These results were affirming and encouraging to see and we hope they are to you as well! We are also well aware that the surveys are voluntary to complete and we didn't get 100% participation from all youth, families or case managers. It is also important to look for areas to improve, other areas to query our customers about, etc. We wish to use these results to build upon but also feel like these numbers point to successful work going on by all involved in CSA!! Thanks for the good work!!

How about a 4 on a scale of 1 - 5 with 1 being poor and 5 being excellent!

A 4.20 to be exact - that is the average score our case managers rated the private providers who work with our community's youth and families. They answered questions covering areas such as:

- the referral process
- case/treatment planning - assistance in developing plans and setting realistic goals



Meet Our Staff-Catherine Faulkner



Catherine Faulkner is a first year Masters of Social Work student at Virginia Commonwealth University. She has been interning with the Chesterfield Office of Comprehensive Services (CSA) since August and enjoys learning about systems of care. Before interning with the CSA Catherine had not given much consideration to the policy and system aspect of helping profes-

sions. She now sees that the level the CSA office works at is an effective way to influence change. She also sees that change happens when people are dedicated to change and helping others, Catherine feels lucky to work with a group of people who believe in the children whom they serve and work hard to ensure children receive quality care.

Catherine's background before coming to CSA was Elementary Education. She received her Bachelor of Science in Elementary Education from Towson University. She then moved to Richmond and worked at a Neighborhood Resource Center in their Montessori Pre-School program for a year before returning to school to obtain her masters.

CSA MISSION

Our mission is to preserve families by providing community-based services for at risk youth.

CSA VISION

To ensure the provision of child-centered, family-focused, community-based services.

VALUES

The Chesterfield/Colonial Heights Community Policy and Management Team believes the family and home community provides the best environment for raising children and that collaborative activities ensure best service provision.

CSA BASICS

FAPTs are not just about the funding....it is all about the Family.

Moto: FAPT- means team work for families

FAPT members:

Are creative in building upon the child and family strengths to plan for supports to wrap services around the child and family to meet their unique needs. Examples:

Natural family/community supports	After school services
Short-term emergency necessities	Supervised social/recreational services
Crisis intervention/stabilization	Mentoring
Family support/education	Individual, group, family therapy
Respite care	Substance abuse services
Specialized treatment services	Therapeutic day treatment
Intensive in-home services	Vocational services
Behavioral aides	Independent living services
School-based services	Medical management

- Brainstorm and problem-solve creatively on challenging situations.
- Tailor an individualized family service plan that meets the needs of child and family.
- Designate one person to ensure multiple services are coordinated across agencies/sectors and evolve over time to meet the changing strengths and needs of child and family.
- Plan for permanency, long lasting family connections, discharge and/or crisis stabilization
- Develop creative funding plan, maximizing and pooling resources across agencies & sectors.
- Connect child and family with community agencies, resources and supports
- Provide ongoing utilization management to assess the effectiveness and appropriateness of the service mosaic, with frequency based on the needs of the individual child and restrictiveness of the placement.



THE FACES OF FAPT-JOHN ELLIOT



Explain your role on FAPT. I see my role as being an advocate for the FAPT students concerning their education. As the representative for the School division, my role is to make sure students are continuing their education. I see my role as making sure there are not any barriers to a student's education. If the need arises, I have no problem calling the school and working with school staff to insure all FAPT students have full access to a quality education.

How long have you been a FAPT member for Chesterfield/Colonial Heights? I have been a FAPT team member since August, 2005.

How did you get involved with FAPT? When I began my new role as Supervisor of School Social Worker services, I started sitting on two FAPT team because my predecessor was the School's representative on these two teams. Up until that time, I had little knowledge of FAPT and its role. I feel privileged to be a member of a team of caring professionals who work hard to help our young people be successful in all they do.

What do you like about being on FAPT? I like that the FAPT members represent a variety of agencies providing services to the youth. I like that we are able to bring to the table a variety of resources to help the youth. I like that team members are creative in tailoring services to meet the specific needs of a young person.

What is your best and/or favorite FAPT success story? A young man in foster care who was placed with a stable family. The family helped him become involved in their local community. He completed high school and was able to fulfill his dream of enlisting in the armed services. The young man has a loving and supportive foster family and a good relationship with his natural family. He is beginning his young adult life on more stable route.

DID YOU KNOW.....

- Anyone can refer an individual to the Virginia Department of Rehabilitative Services. To make a referral, contact the DRS office in your area. Local DRS offices can be found at www.vadrs.org.
- Chesterfield County Public School's Parent-Teacher Resource Center offers a variety of workshops throughout the year. Check out a list of current workshops at http://chesterfield.k12.va.us/CCPS/parents/ptcr/parent_teacher_center.htm
- Chesterfield County Parks and Recreation has a full inclusion program for children with disabilities. Find out more at www.chesterfield.gov

Congratulations Caroline Townsend-Neal 2009 Golden S.O.C. recipient!!

SOC UPDATE

"Call it a clan, call it a network, call it a tribe, call it a family. Whatever you call it, whatever you are, you need one." -J. Howard

Family is the heart of the values we adopt in building our System of Care. We have been on the System of Care ride actively for four years now. However, it has been in the last two years where we are seeing so much activity between all partnering agencies with their own SOC types of efforts. One larger effort was in November 2009; over 130 community stakeholders from various departments were together for Naomi Griffith, a national speaker on community partnerships and engaging families. Participants included folks from community mental health, social services, schools, court services unit, Colonial Heights Office on Youth, Drug Court, private provider partners, and comprehensive services. Multiple smaller collaborative

efforts as equally important there are occurring daily across both Chesterfield and Colonial Heights communities. Interagency staffings and consultations are happening formally and informally. Relationships between agencies have notably strengthened through cross agency trainings and interagency partnerships which in turn benefitted children and families with improved service planning and results.

Through agencies efforts and CSA, we have decreased the number of children removed from their homes and our community for treatment by 35%; and increased the amount of services provided to children and families in their community by 17%.

We contribute this success to improving access to intervention before a crisis occurs. The SOC steering committee and four sub-committees continue to meet to engage in on-going dialogues addressing community service gaps that cause barriers for families and children in need of services. Much of the SOC accomplishments are attributed to the work done by many SOC stakeholders to fill in the service gaps. The four main service gaps areas that SOC focuses on are: 1) improved communication, 2) sharing of values, 3) training and 4) early intervention and prevention for services by focusing on supporting children and families and valuing the family unit.

It has been an exciting SOC ride that past few years, so hang on to your hats because the next leg of the journey is sure to be more exhilarating as we see more success.